

Engagement hub description:

welcome the review of the Charter of Victims' Rights, but from my lived experience, there is a large gap between what the Charter promises and how victims are actually treated in Queensland. Victims are not always treated with respect or kindness. Privacy is often ignored, communication is inconsistent, and services can retraumatise instead of supporting. Families, especially those affected by mental health and child protection issues, are left to navigate complex systems with little guidance. I strongly believe: Victims should be included and consulted in key decisions, especially when charges are dropped or changed. Complaints processes must be simple, safe, and lead to real accountability. Mental health needs of victims and families must be recognised. Services and organisations must be held to enforceable standards under the Charter. Victims should not carry financial costs (travel, lost wages, seeking help) for participating in justice processes. I am making this submission as a victim-survivor of crime with lived experience in Queensland. I want to share honestly how the Charter of Victims' Rights is not always upheld in practice and how this impacts people like me and my family. Too often, victims are not treated with kindness or respect, and our privacy is not protected. Communication is inconsistent, updates are lacking, and families are often left to navigate complex systems alone. For those of us who have also faced trauma, mental health struggles, or child protection involvement, the gaps in support feel even bigger. I strongly believe: Victims must be consulted before key decisions are made, especially when charges are dropped or changed. Complaints processes need to be safe, simple, and lead to accountability. Mental health needs of victims and their families must be recognised as a priority. Services should be held to enforceable standards under the Charter, not just guidelines. Victims should not bear the financial burden of attending court or seeking help (travel, lost wages, etc.). Above all, victims and their families deserve to be treated with dignity, fairness and humanity. The Charter should not just be a list of promises—it should be a guarantee that no matter who you are, your voice and rights will be respected.